


VACANCY NOTICE

FOR OPPORTUNITIES IN RHODE ISLAND STATE GOVERNMENT

CS-376
REV(01/11)

Description of Position	<p>TITLE OF POSITION: Human Services Policy & System Specialist CLASSIFICATION CODE: 02710300</p> <p>SALARY RANGE: 324 \$43321-49775 REFERENCE POSITION NO.: 3240-57000-tba</p> <p>Department or Agency Name Human Services APPLICATION PERIOD: 11/3/11-11/9/11</p> <p>Division/Section/Unit Elderly Affairs GRACE PERIOD ENDS 11/12/2011</p> <p>Assignment(s) / Comments Please Apply by Resume Only</p> <p>Shift and Days: Monday-Friday 8:30 - 4:00 Job Location: Hazard Bldg., Cranston</p> <p>Restrictions/Limitations: Limited to Federal Funding 9/29/12</p> <p>Position Covered By Collective Bargaining Union Agreement Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Name of Bargaining Unit Union: Council 94 L2895</p> <p>There is* <input type="checkbox"/> is not <input checked="" type="checkbox"/> a Civil Service List for this position See A/B or Both for Specific Instructions</p> <p>* NOTE: If there is a list, only laterals (employees with the same title) or individuals certified by OPA may be appointed to this position.</p>
General Information to Candidate	<p>INSTRUCTIONS:</p> <p>A. STATE EMPLOYEE LATERAL BIDDER: Bids are now being accepted for the position(s) indicated. If you are currently in this classification and wish to bid, please complete fully the CS-14 Application Form; and RIEEO 378 Affirmative Action Card. Remember to include, either <u>on the application</u> or <u>within a cover letter</u>, both the File Position Title and Number.</p> <p>Most Important - Please include the following information:</p> <ul style="list-style-type: none"> The title of the position for which you are applying Name of department where you are currently employed Title of your present position and date you entered it Your business telephone number Date you entered State service Present Union Affiliations <p>*** In certain agencies, bargaining union applicants will receive preferential consideration according to contract.</p> <p>B. NON INCUMBENT/NON STATE EMPLOYEE APPLICANT:</p> <p>If indicated above that <u>no civil service</u> list exists for this position, you need not be in the class of position, or be in State service to apply. All information requested on the application form must be furnished. The information you give will be used by the agency Personnel Office to determine your qualifications. If an item does not apply to you, or if there is no information to be given, write in the letters "N.A." for Not Applicable. If you fail to answer all the questions on the application form, you may delay consideration of your application.</p> <p>C. AMERICANS WITH DISABILITIES ACT (ADA) PROVISIONS:</p> <ul style="list-style-type: none"> Reasonable Accommodations: If an applicant is unable to perform any essential job functions because of his/her disability but can achieve the required results by means of a REASONABLE ACCOMMODATION, then the individual shall not be considered unqualified for therefore the position. Medical Information: Any medical exams required for this position will be performed after a conditional offer of employment has been made in accordance with the Rules/Regulations of the Americans with Disabilities Act (ADA).
Statement of Duties	<p>DUTIES / RESPONSIBILITIES:</p> <p>Please see the attached.</p>
Minimum Education & Experience	<p>EDUCATION / EXPERIENCE / SPECIAL REQUIREMENTS:</p> <p>(A class specification describing the duties of the position and the minimum qualifications will be furnished upon request.)</p> <p>Education: Such as may have been gained through: graduation from a college of recognized standing; and</p> <p>Experience: Such as may have been gained through : employment in a responsible technical capacity in human service programs.</p> <p>Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.</p>
Where to Apply	<p>Wallys D'Agostino OHHS Human Resources Service Center 55 Howard Avenue Cranston, RI 02920</p> <p>Telephone #: 401-462-3391 Fax and e-mail bids will no longer be accepted, TTY/TDD #: 711 (Telecommunication Device for the Deaf)</p> 

STATE OF RHODE ISLAND IS AN EQUAL OPPORTUNITY/DIVERSITY EMPLOYER

Human Services Policy & Systems Specialist

Duties

- Expand Sr. Medicare Patrol(SMP) program capacity through such activities as: expansion and enhancement of the SMP volunteer workforce; expansion of outreach and education to beneficiaries statewide; expansion of SMP ability to manage beneficiary complaints and inquiries in a timely, professional manner; and enhancement of SMP capacity for performance management
- Proactively research trends and issues related to volunteer management. Prepare reports for consideration of senior management. Implement new ideas for program enhancement or expansion.
- Identify overall standards and key values to guide the volunteer program.
- Develop and implement volunteer policies and procedures consistent with SMP guidelines. Once adopted, provide training and consultation support; monitor and evaluate policy implementation.
- Recruit, train, manage and support increased numbers of SMP volunteers to provide broader program coverage throughout the state. Ensure adequate training of volunteers
- Prepare and work within a budget for the volunteer program.
- Develop and provide leadership in implementation of a consistent statewide volunteer interviewing and screening process.
- Work collaboratively with sub-contractors and SMP staff to ensure consideration for volunteer health and safety risks, and that position appropriate personal and workplace safety training is provided.
- Ensure that trained supervisors are assigned to all volunteers.
- Serve as a subject matter expert to inform or assist senior management in volunteer related matters.
- Plan and implement appropriate volunteer retention and recognition strategies. Assist in volunteer appreciation events.
- Evaluate the overall effectiveness of the volunteer program through developing measurable goals and criteria for evaluation.

- Input and track volunteer data on the Seniors Medicare Assistance and Reporting Tool for Fraud And Complaint Tracking System (“SMART FACTS”), a web-based, nationwide data management tool.
- Maintain current personnel files on all volunteers.
- Establish criteria and standards to ensure information management practices meet privacy requirements while supporting effective volunteer screening, placement and recognition practices.
- Participate in task forces, committees or other partnership initiatives as required.
- Perform other duties as assigned that are directly related to the major responsibilities of the position.